

Quality Policy Statement

Penspen is fully committed to the continual adoption and application of a company-wide quality management system in full compliance with ISO 9001:2015, as well as a commitment to meet all other applicable global codes and standards, as the basis for business excellence, performance improvement and continuing growth.

This commitment shall be achieved by:

- Establishing a strategy, policy and strategic objectives in line with the Penspen business plan
- The provision of a structure and resources that are necessary to support our strategic plans
- Fully understanding current and future customer needs, meeting customer requirements and striving to exceed customer expectations
- Continually seeking to improve the effectiveness of the quality management system through improved awareness and continual performance monitoring, taking action as required
- The development of all employees' skillsets, competence and experience as a key to improved performance
- Identifying, where applicable, partnership arrangements with customers and suppliers based on joint strategy and knowledge sharing for mutual benefit
- The effective management of change.

The Executive Committee is responsible for the implementation and effectiveness of the quality management system and for ensuring that the quality management system is communicated, understood, implemented and fully supported across Penspen.

This policy statement is an expression of Penspen's commitment to operational excellence and its belief that meeting the explicit and implicit needs of the Client shall be considered as a fundamental management responsibility.

Signed:



P O'Sullivan
Chief Executive Officer

20 Nov 2023